

**IN THE SPECIFICATION:**

Please replace the paragraph at page 21, lines 4-7, with the following:

B1 --Figures 11(a) – 11(c) illustrate flow diagrams depicting the report request/scheduling process 300 implemented by StarWRS Report Manager and Report Requestor tools of the invention;--

Please replace the paragraph at page 36, line 20 to page 37, line 10, with the following:

B2 --Each of the individual proxies may be maintained on the dispatch server 26, the related application server, or a separate proxy server situated between the dispatch server 26 and the midrange server 30, also referred to an Intranet application server 30. The relevant proxy waits for requests from an application client running on the customer's workstation 20 and then services the request, either by handling them internally or forwarding them to its associated Intranet application server 30. The proxies additionally receive appropriate responses back from an Intranet application server 30. Any data returned from the Intranet application server 30 is translated back to client format, and returned over the internet to the client workstation 20 via the Dispatch Server 26 and at one of the web servers in the DMZ Services cluster 24 and a secure sockets connection. When the resultant response header and trailing application specific data are sent back to the client browser from the proxy, the messages will cascade all the way back to the browser 14 in real time, limited only by the transmission latency speed of the network.--

Please replace the paragraph at page 45, line 16 to page 46, line 7, with the following:

B3 --Figures 5(a) and 5(b) illustrate example nMCI Interact home pages, i.e., a Web page having the backplane object 12. The home page 79(a) is downloaded after the authentication via

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a logon page and provides, for example, a suite 95 of network management reporting applications including: MCI Traffic Monitor application 85; an alarm monitor application 87; a Network Manager application 89 and the Service Inquiry application 91. Access to network functionality is also provided through Report Requester 83, which provides a variety of detailed reports for the client/customer and a Message Center 81 for providing enhancements and functionality to traditional e-mail communications. An application toolbar 71 is also provided that is different from the icons 95 in that the application tool bar remains on a screen even when the home page 79(a) is no longer displayed. The home page also typically comprises HTML links to other services 96. These services may be new information center, features benefits, or support center for the system of the present invention.--

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Please replace the paragraph at page 46, line 27 to page 47, line 12, with the following:

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--If the desired application is derived from java.applet.Applet, a new browser window is created, and directed to the HTML page from which the applet is to be loaded. This will cause the browser to load the applet, and call its init () and start () method. In its init () method, the applet obtains a reference to the backplane by calling the static method of the CoBackPlane class getBackPlane(). Also in its init () method, the applet notifies the backplane that it has been launched by calling the backplane's registerApp() method. Alternatively, if the desired application is an application requiring a direct URL launch from the home page, for example RTM as shown at step 112, the desired application is invoked by retrieving a Web page having the application's URL as shown at step 118.--

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Please replace the paragraph at 52, line 23 to page 53, line 10, with the following:

AS --Figure 7 illustrates a general architectural overview of the StarOE component which includes a StarOE server 39 resident in a midrange computer, and an associated client application 154 running in a user platform having a Web browser, hereinafter referred to as a StarOE client application. The StarOE server 39 processes a number of transaction requests relating to authentication and entitlement, from other application services, both from the client and the application server 30 sides of the network. In addition, the StarOE server 39 receives transaction requests from the StarOE client application. The transactions are typically message driven and comprise requesting transactions and response transaction. The StarOE server 39 responds to the message requests by formulating transaction responses and transmitting them to the requesting servers and clients.--

Please replace the paragraph at page 80, lines 17-19 with the following:

DS --An overview of the report request/scheduling process 300 implemented by StarWRS Report Manager and Report Requestor tools will now be described.--

Please replace the paragraph at page 83, line 27 to page 84, line 25, with the following:

7 --Whether creating a new report or editing an existing report, the user is enabled to select customization options as indicated at step 330, Figure 11(a). Figure 12(b) illustrates the dialog screen 1569 presented to the user showing all the report customization categories for building a new report and editing an existing report. From this screen and related report building dialog boxes, all of the initial values for retrieving the MetaData, customization options and GUI builder options from the report manager server 250 necessary to build (edit) a report are provided in accordance with the user's entitlements. Thus, in view of the exemplar web page shown in